



Problems with your health plan

Some problems you should complain about:

- being refused care
- not being able to get an appointment
- not being able to schedule a physical exam
- not being able to see a specialist
- not being able to see a doctor who speaks your language
- unhappy with the doctor's attitude
- not being able to get medication
- receiving a bill you are not supposed to pay
- receiving poor medical care
- not getting help when you call the plan's 800 number

"Your Health Plan Handbook: How to Get the Healthcare Your Family Needs from a Managed Care Plan" lists things Medicaid beneficiaries should complain about.



How to get help if you have a problem

Steps you can take within the plan:

- Step 1:** Call the plan. Ask for the name and the phone number of the person you speak with.
- Step 2:** If you do not get the response you want from the plan's member services department, you can file a written or oral complaint (called a grievance) with the plan. Save all of your original documents and send copies to the plan.
- Step 3:** If you do not agree with the plan's response to your grievance, you can file an appeal by writing a letter to the plan.

Steps you can take outside of the plan:

- Step 1:** At any time, you can call the New York City Managed Care Helpline for help at (800) 505-5678. You can also call the New York State Department of Health at (212) 613-4963.
- Step 2:** You can call advocates, like the Community Service Society at (212) 614-5400 or Legal Aid at (212) 577-3300 (ask for extension 3386), to get help with your problem.

Carmen calls her plan to complain



Carmen: I have a problem. My daughter is sick and her doctor said he couldn't see her for 4 weeks.

Plan: Did he say why?

Carmen: No. He says he's booked up. But she is feeling very bad.

Plan: What is your doctor's name and phone number?

Carmen: His name is Doctor Henderson. His number is 555-2323.

Plan: I will speak to your doctor and get back to you.

Carmen: Thank you for looking into it. What is your name and direct number and when will I hear back from you?

City Helpline
(800) 505-5678

The handbook also explains what to do within and outside of the plan to address grievances (page 24). . . And the handbook gives examples of what to say when filing a complaint (page 25). Provided by Community Service Society of New York